

What is claimed is:

1. A process for controlling a repair of a product under warranty, the process comprising the steps of:

compiling information in a host system regarding a sale of the product under warranty, the information identifying the product, a vendor of the product, a purchaser of the product, and a warranty plan for the product;

providing the purchaser with a set of instructions for initiating a repair of the product via a transmission of data over a computer network;

providing the purchaser with access to the host system via a computer network;

receiving a request for a repair to be made to the product in the host system;

notifying a parcel delivery service to pick up the product from the customer and deliver the product to a repair center;

notifying the repair center that the product will be delivered for repair;

generating a report regarding the repair of the product;

storing the report in a document maintained within the host system;

receiving one or more status updates from the parcel delivery service or the repair center containing information regarding the repair of the product;

amending the report to reflect the information contained in the one or more status updates;

providing the purchaser with access to the report over a computer network.

2. The process as set forth in claim 1 wherein the controlling of the repair of a product under warrant further includes:

providing the vendor with access to the host system via a computer network; and

the compiling information regarding the sale of the product under warranty further includes receiving the information via a transmission from the vendor over a computer network.

3. The process as set forth in claim 2 wherein the controlling of the repair of a product under warranty further includes:

providing the parcel delivery service and the repair center with access to the host system via a computer network; and

receiving the request for a repair and the one or more status updates in the host system via transmission over a computer network.

4. The process as set forth in claim 3 wherein the controlling the repair of a product under warranty further includes:

maintaining a purchaser-specific account within the host system; and

providing the purchaser with access to the purchaser-specific account via a computer network.

5. The process as set forth in claim 4 wherein the maintaining customer-specific account further includes:

displaying a plurality of selectable options;

allowing the selection of one of the selectable options;

receiving a selection; and

displaying a document corresponding to the selection.

6. The process as set forth in claim 5 wherein the selectable options include:

viewing a display of a list of one or more products purchased by the purchaser;

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canceling or purchasing a warranty plan for each one of the one or more products displayed on the list;

initiating a repair for one or more of each of the one or more products displayed on the list; and

viewing a report corresponding to each of the one or more products for which a repair was initiated.

7. The process set forth in claim 6 wherein the sale of the product under warranty is made via one or more transmissions between the purchaser and the vendor over a computer network.

8. The process as set forth in claim 7 wherein providing the purchaser, the vendor, the parcel delivery service, and the repair center with access to the host system includes providing a website including a user interface accessible over the Internet, the user interface providing one or more selectable options.

9. A process for controlling warranty-related data and services for a plurality of products, the process comprising the steps of:

receiving one or more data transmissions into a host system over a computer network, each one of the one or more data transmissions containing an assemblage of information corresponding to at least one sale of at least one of the plurality of products;

identifying within each assemblage of information each one of the at least one of the plurality of products sold;

identifying within each assemblage of information a vendor, a purchaser, and a warranty plan corresponding to each one of the at least one of the plurality of products sold;

establishing an association between each one of the at least one of the plurality of products and the vendor, the purchaser, and the warranty plan corresponding thereto;

generating a vendor account for each vendor identified in the one or more assemblages of information, the vendor account comprising a display of each one of the at least one product sold by the vendor, where the display includes the purchaser of each one of the at least one product sold by the vendor and the warranty plan for each one of the at least one product sold by the vendor;

storing the vendor account as a document in the host system;

providing the vendor with access to the vendor account via a computer network;

generating a purchaser account for each purchaser identified in the one or more assemblages of information, the purchaser account comprising a display of each of the at least one of the plurality of the products bought by the purchaser, where the display includes the vendor of each of the at least one of the plurality of the products bought by the purchaser and the warranty plan for each of the at least one of the plurality of the products bought by the purchaser;

storing the purchaser account in a database in the host system;

providing the purchaser with access to the purchaser account via a computer network;

transmitting a set of instructions to the purchaser over a computer network, the set of instructions including an instruction for accessing the host system via a computer network.

10. The process as set forth in claim 9, wherein the controlling warranty-related data and services further includes:

receiving a transmission over a computer network containing a request for repair, the request identifying at least one of the at least one product displayed in the purchaser account;

designating a repair center to repair each one of the at least one product identified in the request;

notifying a parcel delivery service to pick up each one of the at least one product identified in the request and deliver each one of the at least one product to a repair center designated by the host system;

notifying the repair center designated for each one of the at least one product for which the request for repair was made that each one of the at least one product identified in the request will be delivered for repair;

generating a repair report for each one of the at least one product identified in the request;

storing each one of the at least one repair report as a document maintained within the host system;

receiving one or more status updates from the parcel delivery service or the repair center containing information regarding the repair of each one of the at least one product identified in the request;

amending each one of the at least one repair report to reflect the information contained in one or more repair status updates; and

providing the purchaser with access to each one of the at least one repair report over a computer network.

11. The process as set forth in claim 10 wherein the receiving the one or more data transmissions into the host system further includes receiving the one or more data transmissions from each vendor identified in the one or more data transmissions.

12. The process as set forth in claim 11 wherein the controlling warranty-related data and services further includes:

providing the parcel delivery service and the repair center with access to the host system via a computer network;

receiving the one or more status updates via a transmission over a computer network; and

providing the parcel delivery service and the repair center with access to each one of the at least one repair report via a computer network.

13. The process as set forth in claim 12 wherein the controlling warranty-related data and services further includes:

processing the request to identify the vendor and the warranty plan corresponding to each one of the at least one product identified in the request;

notifying the vendor of each one of the at least one product identified in the request that the repair request was made; and

providing the vendor of each of the least one of the products identified in the request with access to the repair report corresponding to each of the at least one product identified in the request for which the vendor is identified.

14. The process as set forth in claim 13 wherein the controlling warranty related data and services further includes:

generating a parcel delivery service account document and a repair center account document for the parcel delivery service and the repair center notified of the request;

providing the parcel delivery service with access to the parcel delivery service account document over a computer network; and

providing the repair center with access to the repair center account document over a computer network.

15. The process as set forth in claim 14 wherein providing the purchaser, the vendor, the parcel delivery service, and the repair center for each of the at least one of the plurality of products sold with access to the host system includes providing a website including a user interface accessible over the Internet, the user interface providing one or more selectable options that, when at least one of the one or more options is selected, the repair report will be displayed.

16. A system for controlling warranty-related data and services, the system comprising:

a user interface accessible over a computer network for a plurality of users;

a data input/output component for receiving data containing warranty-related information over a computer network, transferring the data within the system, and transmitting the data over a computer network;

a database for storing the data within the system;

logic for processing the data containing warranty-related information to identify a product, and also identify a vendor, a purchaser, and a warranty plan corresponding to the product;

logic for establishing an association between the product, the vendor, the purchaser, and the warranty plan;

logic for generating a vendor account document and a purchaser account document;

logic for transmitting an electronic message to the purchaser upon receipt of the data containing warranty-related information;

logic for processing a request for a repair to the product and notifying a parcel delivery service and a repair center of the request ;

logic for generating a repair report corresponding to the request for a repair;

logic for processing one or more status updates containing data regarding the status of the repair;

logic for amending the report to reflect the data regarding the repair;

logic for generating a parcel delivery service account document and a repair center account document; and

logic for displaying the vendor account document to the vendor, the purchaser account document to the purchaser, the parcel delivery service account document to the parcel delivery service, and the repair center account to the repair center, all over a computer network.